Bank Farm Leisure – Safety & Security Rules

Tents

Bookings

* From Saturday 25th July we are able to accept bookings for tents
* A £30 deposit is required at the time of booking
* We will contact you one week prior to your arrival date to confirm your booking and to take the remaining balance including any extras required (electric & Wi-Fi), this is to help limit the contact between customers and staff on arrival.
* If your arrival date is within one week we will require the full payment over the phone
* We cannot accept casual turn ups – you must book in advance
* We cannot guarantee that you will be by friends/family (even if you requested at the time of booking)
* We cannot guarantee any specific pitches/fields

Arrival on site & checking in

* Please do not arrive on site until 1pm earliest
* On arrival only one member of each family is to enter reception to check in (or at any other time)
* You will be given an envelope with your confirmation and electric card – the card will have been sanitised
* The reception doors will be open and there will be a hand sanitiser pump for you to use. There will be 2m social distancing in reception and around the building. We ask that no more than 2 customers are in reception at any one time
* Once you have checked in you will follow the one way system out of reception back to your vehicle
* A member of staff will be on the golf buggy and will show you to your pitch. Please show them the front of your envelope which has the pitch number on which you will have picked up from reception.
* Please note that due to social distancing measures you may not be on the requested pitch/next to your family and friends

Checking Out

* Please check out by midday
* Please place your electric card in the letter box outside reception

Site Facilities

* The children’s park areas will be open from Monday 20th July
* The toilet & shower block and washing up area will be available from the 25th July also.
* The swimming pool will remain closed
* The communal water points, elsan disposal point and water waste will be available
* The shop will be open 8.30am til 6.00pm. Please follow the one way system. 1 member of each family is to use the shop, please no children
* The bar will be open for you to order takeaway food; there is a one way system in place. You will not be able to wait in the bar for your food, if there is a wait we will advise that you come back.
* The beer garden will be available from Monday 13th. Please use this with respect to everyone else staying on site. You will not be able to move the tables.
* The coffee bar toilets will also be open from Monday 13th July, you will be asked to queue up the stairs by the coffee bar to use these facilities.

Communal Taps

* Please wash your hands thoroughly with soap and water before and after using the communal taps
* The unit will be disinfected at regular intervals

General Information

* If you are showing symptoms, feeling unwell or self-isolating you must not travel down
* Children must be accompanied at all times
* No vaping in any enclosed areas
* All accommodation must be for members of the same household
* We will not be operating at 100% capacity whilst we ease into the new normal
* Please maintain a 2 meter distance at all times
* We ask you abide by the rules that we are having to implement, failure to do so may result in you being made to leave the site without a refund